



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
APR 19 2012
21-MAR-2012

Repository ☐

Reference No.
10452511

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LOUISVILLE *Lewisville* State NC Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address
Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G8AM12F95Z [REDACTED] Make SATURN Model ION Model Year 2005
Date Purchased *MAR 17, 2005* Dealer's Name and Telephone Number *SATURN OF FLORENCE SC* Engine: No: Cylinders *4* Fuel Type: *Reg unleaded*
Original Owner ☒ Dealer's City *FLORENCE* State *NC* Zip Code [REDACTED]
Transmission Type ☐ Antilock Brakes ☐ Powertrain Multiple Failure: ☒ Incident Date(s) 19-MAR-2012
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM
*Key stuck in Ignition cylinder in ON position!
CANNOT TURN CAR OFF.* Failure Mileage 70000 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location:
Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police
N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2005 SATURN ION2. THE CONTACT STATED THAT AFTER INSERTING THE KEY IN THE IGNITION, IT BECAME LODGED IN THE ON POSITION AND COULD NOT BE REMOVED. THE CONTACT WAS UNABLE TO SHUT THE VEHICLE OFF AS A RESULT OF THE FAILURE. THE VEHICLE WAS TAKEN TO THE DEALER TWO DAYS PRIOR TO THE FAILURE WHERE THE IGNITION CYLINDER WAS REPLACED YET, THE FAILURE RECURRED. THE VEHICLE WAS NOT FURTHER INSPECTED BY A DEALER NOR REPAIRED. THE MANUFACTURER WAS CONTACTED AND THEY OFFERED NO ASSISTANCE. THE FAILURE AND CURRENT MILEAGES WERE APPROXIMATELY 70,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Only way To Turn CAR OFF by disconnecting
Battery!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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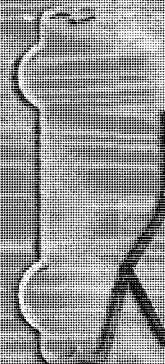
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration